EPMO News

Enterprise Project Management Office (EPMO) – its.epmo@its.nc.gov

EPMO Training

PMP Prep Class starts April 2010. If you signed up and have not been contacted, please email jesus.lopez@its.nc.gov.

The status report training was completed in February. The EPMO team is currently working on a training session for "How to enter and document change requests." Expect this training in the next quarter.

EPMO Team

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Please send feedback to its.epmo@its.nc.gov.

What's New? The Federal Government has created a website with an IT Project Dashboard that is open to the public. It allows citizens to see how various Federal Agencies are managing their IT Investments. The website link is <<http://it.usaspending.gov/>>

Streamlining Efforts – Change Requests and Registration Projects

In an effort to streamline the project approval and the change request approval process, two improvements will go into effect February 26 that project managers need to be aware of.

Change Request Improvement

Old Process – When a project manager enters a change request into the PPM tool, it is sent to OSBM for approval.

New Process – When a project manager enters a change request it will be sent to the EPMO Director. The EPMO Director will then review the change request and either approve or send the change request to OSBM for their approval. The PPM tool will be changed to default to the Kathy Bromead as the change request approver. If the change request needs OSBM approval, the EPMO will work with the agency to ensure all needed documentation is available for OSBM. In some cases, a meeting with the project manager may be required to quickly resolve any OSBM issues.

Registration Project Improvement

Old Process – OSBM approved all registration projects as part of the State Approvers group. "Procurement only" and "pilot" projects with OSBM approval could be registration projects.

New Process – OSBM will no longer review registration projects, so the agency must ensure there is funding. "Procurement only" or "pilot" projects must be "part of a program" to allow OSBM to approve these projects as part of the state project approval process.

EPMO Improvement Plan for 2009-2011

Based on the EPMO customer satisfaction survey, the EPMO is ready to begin work on the improvement plan for 2009-2011. The EPMO would like to again thank our customers for their input and feedback to improving project success in state government.

EPMO Improvement Areas

1) Streamline processes, documentation, tool content, approvals and policies

2) Improve tool performance and work with agencies to leverage common tools

3) Provide training to agencies on key project management concepts

4) Improve the recognition of project models and software development life cycles such as agile

5) Improve the value of the Quality Assurance (QA) issue creation process and resolution by the agency project manager

6) Improve project coordination, communication and understanding of the state project approval process expectations at the beginning of the project

7) Improve project manager business case knowledge by developing business case models and examples of benefits and costs by type of project

We want your feedback. if any of these areas don't make sense or we missed something, please let us know. A detailed plan with benefits and specific action items can be found at <<http://www.epmo.scio.nc.gov/documents/docs_misc/EPMOImprovementPlan.pdf>>

Being Proactive with Change Requests

Don't wait until the last month in a phase to create a change request! Good project managers anticipate and accommodate changes to projects.

Change Request Guidelines

1) Projects $500,000 and above must have a change request for budget changes > 5% of the project phase.

2) It is best to have the change request entered and approved before the status report is due.

3) If the change request has not been approved and the cost impacts the month the status report is due, the status report cannot be done until the change request is processed. This could result in a "yellow" jellybean for status reporting.

4) If the change request does not impact the month the status report is due, then the status report can be assessed by QA. This may result in a "yellow" or "red" jellybean in phase cost if the project is

over budget for the phase and the change request has not been processed.

5) OSBM typically will not approve retroactive change requests. How can they approve the budget when it has already been spent? What are they approving?

What is the change request process? See this link:
<<http://www.epmo.scio.nc.gov/documents/ChangeRequestGuidelines.pdf>>

Latest on the PPM Tool

The test system is running on virtual machines (VM). We have tested production on both VM and stand-alone servers in the lab. Due to the age of the application, we see a slight performance improvement using stand-alone servers.

The EPMO team is now

working on getting the production hardware in place and establishing a date for conversion to production.

The EPMO team is also proposing a plan for archiving old data such as closed and canceled projects with a project end

date prior to July 1, 2008. Data will still be retrievable in the archive database, but will not be available in the production database or part of the reports that can be run out of the production database. Further communication will be forthcoming on this effort.

What's Changing

PPM Tool Changes

1) OSBM removed from registration approval workflow

2) Change request approval defaults to EPMO Director

Process Changes

1) Updated Change Request Guidelines to reflect EPMO Director is first reviewer of a change request; clarified change request process and the impact to status reports and phase cost jelly beans

2) Updated Registration Process to remove OSBM approval

Documentation Changes

1) Change Request Guidelines (updated)

2) EPMO Improvement Plan (new)

3) Updated PPM Workflows for Projects >= $500,000 (added training plan to gate 2 and changed updated APM to agency document checklist)

4) PPM Workflow for registered projects (updated)

5) Project approval process (updated)

6) Project status reporting process (updated)

7) Architecture review presentation (new)

Forms and Template Changes

1) Project Change Request Form (updated)

2) Project Coordination Checklist (updated)

3) Project Status Reporting Checklist (updated)

4) Staffing and financial plan updated to allow < 5% change request and calculate costs when rate and hours have been entered.